

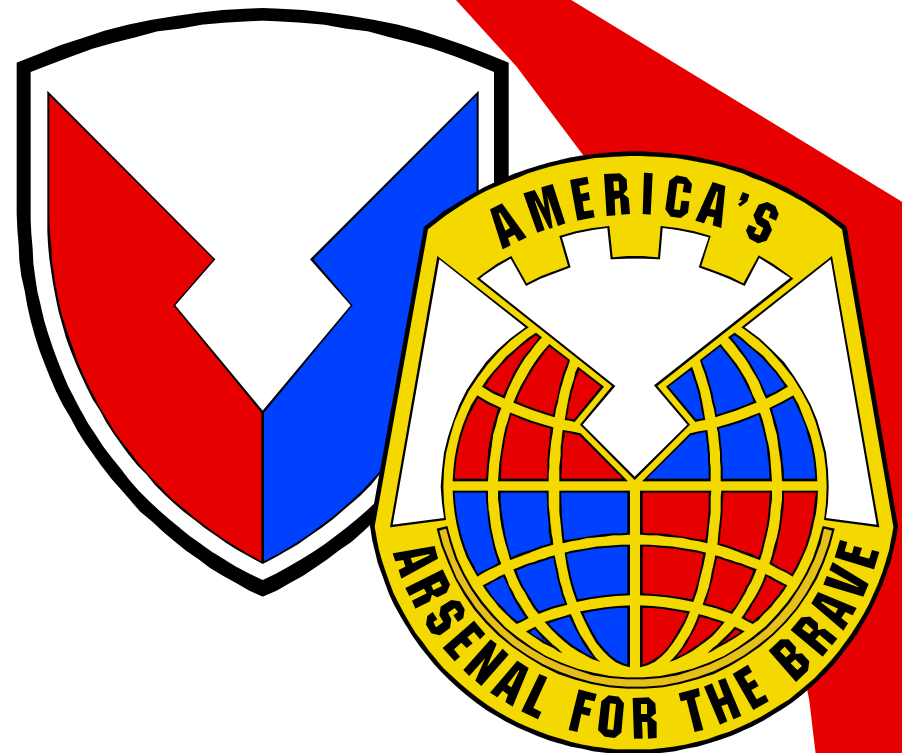
*Presented by:*  
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# Army Materiel Command

**AMC**

**Quality Management &  
Analysis Office**

**Commanders Orientation**



***AMC – Relevant, Responsive & Ready!***



# Quality Management & Analysis Office

## Mission, Functions and Major Projects

### ★ **Mission:**

- ❖ Within the context of Total Army Quality, provide independent, interdisciplinary analytical capability for management initiatives which impact future AMC strategies.
- ❖ Manage execution of the total life cycle of the AMC Base Realignment and Closure (BRAC) program

### ★ **Functions and major projects:**

- ❖ Total quality management
- ❖ Executive Steering Committee Secretariat
- ❖ Command Review and Analysis
- ❖ BRAC management and execution
- ❖ Requirements determination
- ❖ AMC reengineering
- ❖ Quadrennial Defense Review
- ❖ Defense Reform Initiative Directive # 20



# Top Leadership Quality Guidance

## ★ Aug 97, SECDEF

- ❖ Support quality management initiatives
- ❖ Practice these proven methods

## ★ Aug 97, SECARMY & CSA

- ❖ Remain dedicated to Total Army Quality

## ★ Sep 97, Commander, AMC

- ❖ Conduct Self-Assessment
- ❖ Choose a few key business drivers to improve
- ❖ Discuss with the work force

## ★ Mar 98, Commander, AMC

- ❖ Measure continuous improvement in performance
- ❖ Focus on internal and external customers



# Total Quality Management

- ★ **Definition:** A strategic, integrated management system for achieving customer satisfaction. It involves all managers and employees and use quantitative methods to improve continuously an organization's processes.

***Customer Focus  
Work Force Involvement  
Excellent Service  
Continuous Improvement***

- ★ **AMC Leader in Total Quality Management**
  - ❖ Guide AMC in President's Quality Program
  - ❖ Guide and assist MSCs/SRAs/HQAMC
  - ❖ Integrate Quality into AMC Business Processes



# Why Quality Now?



**Wolf-at-the-Door Syndrome**

**Leadership**

**Service**

**Value**



**Excelsior Syndrome**

***Customer Focus &  
Continuous Improvement***



# Organizational Self Assessment Value Added

## ★ Refocus the Organization

- ❖ Strategic Framework: Vision, Intent, Values, Core Competencies, Mission
- ❖ Customers
- ❖ Results: Metrics

## ★ Establish a Quality Baseline

## ★ Develop a Performance Improvement Plan

- ❖ Strengths & Areas to Improve

## ★ Annual Report Out to Commander AMC

## ★ Objective Feedback

## ★ Team Building

## ★ President's Quality Award



# AMC National Recognition for Excellence

- ★ **President's Quality Award (PQA) Program**
  - ❖ Presidential Awards for Quality - 2
  - ❖ Quality Improvement Prototype Awards - 4
  - ❖ Quality Achievement/National Finalists - 7
  - ❖ Army Nominees - 28
- ★ **Malcolm Baldrige National Quality Award**
  - ❖ Finalist - 1
- ★ **National Partnership for Reinventing Government - Hammer Awards**
  - ❖ 15 Awards Received
  - ❖ 23 Nominations pending action



# **AMC Executive Steering Committee**

## **A Cultural Change**

- ✳ Steers the Command**
- ✳ Serves as a Board of Directors**
- ✳ Defines the Strategic Framework**
- ✳ Leads Total Army Quality**
- ✳ Forum for Discussion of AMC Issues**
- ✳ Decision Authority for AMC**
- ✳ Opportunity for Information Exchange**





# AMC Executive Steering Committee Members and Participants

## ★ AMC Command Group

- ❖ CG
- ❖ DCG
- ❖ PD Logistics
- ❖ PD Acquisition
- ❖ PD Technology
- ❖ Chief of Staff
- ❖ Cmd Sergeant Major

## ★ HQ AMC Principal Staff

- ❖ DCS Ammunition
- ❖ DCS Logistics & Ops
- ❖ DCS Personnel
- ❖ DCS Resource Management
- ❖ DCS RDA
- ❖ Command Counsel
- ❖ Quality Management & Analysis

## ★ Commanders/Directors

- ❖ AMCOM
- ❖ ARL
- ❖ CECOM
- ❖ IOC
- ❖ SBCCOM
- ❖ STRICOM
- ❖ TACOM
- ❖ TECOM
- ❖ USASAC

## ★ Other Participants

- ❖ Director, AMSAA
- ❖ Chief Information Officer
- ❖ Asst DCG Reserve Affairs
- ❖ AMC Inspector General
- ❖ AMC Engineer
- ❖ Director, CG's Staff Group



## **AMC Executive Steering Committee**

### **AMCQMA Support**

- ★ Conduct planning & prep sessions**
- ★ Develop agendas for VTC & Off-sites**
- ★ Document tasks from meetings**
- ★ Report out status of tasks**
- ★ Administer repository for briefings**
- ★ Conduct ESC POC VTCs**